

# Department of Corrections

## Agency Performance Dashboard

Q3 FY2018

### Goal Met Key

✓ goal met, ✗ goal not met, ⌚ goal in progress. As determined by comparison of current data and target.

### Trend Key

↑ trending in favorable direction, ↔ trend is holding, ↓ trending in unfavorable direction.

## Reform and Innovation

### Early discharges from supervision

#### Metric Definition

Increase by four percent the number of early discharges from probation supervision.

Goal Met	Current	Previous	Target	Trend
✓	673	643	550	↑

**Reporting Cycle:** Annual (January 1, 2017 - December 31, 2017)

**Additional Details:** Increase by 4 percent quarterly, early discharges for offenders who have paid all court ordered fees and have been compliant while on supervision, allows for resources to be focused on higher risk and less compliant offenders. This allows the department to use resources to better protect the public.

## Efficient and Effective Services

### Cognitive behavioral programming

#### Metric Definition

Increase the number of inmates who complete cognitive behavioral programming in the Division of Adult Institutions.

Goal Met	Current	Previous	Target	Trend
✓	951	906	700	↑

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Increase the number of inmates completing cognitive behavioral programming. Cognitive behavioral programs are designed to assist offenders with identifying and restructuring thought processes that tend to lead to poor outcomes for themselves or others. The programs teach offenders specific skills that assist

them in identifying, controlling and changing the personal thinking patterns and underlying beliefs that support their criminal behaviors. In addition to cognitive restructuring, offenders are taught a number of social skills and problem solving.

#### High School Equivalency Diploma (HSED) and General Education Diploma (GED) issued to inmates

##### Metric Definition

Increase the number of HSED or GED issued to inmates while incarcerated.

Goal Met	Current	Previous	Target	Trend
✓	168	134	100	↑

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** In 2014, the GED test changed nationally. It is now computerized and more challenging. Inmates who are released from prison with a HSED or GED are more likely to find employment. Employed ex-offenders are less likely to engage in criminal behavior and have the financial ability to pay outstanding court debts and other obligations.

#### High School Equivalency Diploma (HSED) tests passed - Lincoln Hills School and Copper Lake School

##### Metric Definition

Quarterly pass rate for GED tests taken by students enrolled in the HSED program shall meet or exceed 75%.

Goal Met	Current	Previous	Target	Trend
✓	82%	77%	75%	↑

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Students enrolled in the High School Equivalency Diploma (HSED) program must pass a series of four General Education Development (GED) tests. Each test is scheduled once the student has demonstrated they possess the knowledge and skills necessary to successfully complete the GED test in that respective subject area. Subject areas are reading/language arts, math, science, and social studies.

#### Earned school credits- Lincoln Hills and Copper Lake School

##### Metric Definition

Lincoln Hills and Copper Lake will maintain or exceed 75 total credits earned each quarter.

Goal Met	Current	Previous	Target	Trend
✓	92.75	84.25	75.00	↑

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Measure was updated in FY18 Q3, as the previous measure of average credits per youth was affected by factors such as new admissions and HSED enrollments. Each juvenile correctional facility provides educational services designed to meet the individual needs of its youth. Depending on the youth's age and academic progress, a youth may work to earn middle school or high school credits toward grade advancement and a diploma or may work to earn a High School Equivalency Diploma (HSED). "

#### Earned school credits - Grow Academy

##### Metric Definition

Youth successfully completed the Grow Academy earn an average of at least two school credits.

Goal Met	Current	Previous	Target	Trend
✓	3.25	3.13	2.0	↑

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** The Grow Academy is a residential correctional program consisting of an agriculturally based educational curriculum, community partnerships and cognitive behavioral treatment. The program will serve up to 12 male youth ages 14-18, to earn at least two credits in a 120-day program. The program is hands on and will be in and outside the classroom. The farm and restaurant activities weave in academic subjects including math, science and reading.

## Customer/Taxpayer Satisfaction

#### Non-profits donations

##### Metric Definition

Increase the amount of money generated by institution fundraisers that is donated to non-profits (charity organizations).

Goal Met	Current	Previous	Target	Trend
✓	\$95,739.63	\$95,301.70	\$70,000.00	↔

**Reporting Cycle:** Annual (state fiscal year July 1, 2016 - June 30, 2017)

**Additional Details:** Institutions raise funds in their counties to help support their community. Some examples of charities that were donated to in FY16 were: Special Olympics, Wounded Warriors, Boys & Girls Club, American Cancer Society, Rape Crisis Center, Agrace Hospice Care, etc.

#### Skill-based activities sales

##### Metric Definition

Generate at least \$600.00 in average monthly revenue from sales of products created through skill-based activities.

Goal Met	Current	Previous	Target	Trend
✓	\$1,165.25	\$1,792.28	\$600.00	↓

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** The Grow Academy is a residential correctional program consisting of an agriculturally based educational curriculum, community partnerships and cognitive behavioral treatment. Juveniles who are on probation are given the opportunity to be in an outside classroom and receive positive support in planting and tending a garden plot. They receive the practical social and business skills needed to sell their produce at the Department of Corrections, Dane County Human Services and the McFarland Farmers Market. Profits are set aside for personal rewards, which engages the students and the local economy through community partnerships.

## Open and Transparent Government

#### Total number of public records requests received

##### Metric Definition

Total number of public records requests received in this reporting cycle.

Current	Previous	Trend
944	737	↑

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received.

#### Total number of public records requests completed

**Metric Definition**

Total number of public records requests completed in this reporting cycle.

Current	Previous	Trend
907	730	↑

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter.

### Average time taken to fulfill public records requests

**Metric Definition**

Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle.

Goal Met	Current	Previous	Target	Trend
✓	8.9	9.6	10	↓

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting due to an open investigation or assessment, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency.

### Percentage of public records requests acknowledged within one business day

**Metric Definition**

Percentage of public records requests sent to the agency's primary public requests inbox and acknowledged by the next business day received in this reporting cycle.

Goal Met	Current	Previous	Target	Trend
✓	100%	97.9%	100%	↑

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays.

#### Percentage of current employees completing public records training

##### Metric Definition

Percentage of current employees that completed public records training by March 1 of each calendar year.

Goal Met	Current	Previous	Target	Trend
✖	93.5%	99.4%	100%	↓

**Reporting Cycle:** Annual (March 1, 2017 - February 28, 2018)

**Additional Details:** Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle.

#### Percentage of new employees completing public records training

##### Metric Definition

Percentage of new employees that completed public records training within 30 calendar days of their start date.

Goal Met	Current	Previous	Target	Trend
✖	99.5%	85.1%	100%	↑

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date.

#### Percentage of exiting employees that received notice of public records retention obligations

##### Metric Definition

Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:** Quarterly (January 1, 2018 - March 31, 2018)

**Additional Details:** It is required that all exiting employees receive notice of public records retention obligations on or before last day of employment.